

Carol Lee's journey now guides her in role as an administrator



Administrator
Carol Lee
reviews some
paperwork with
Louella McCray,
Orchards CSO
personnel
representative

hen Carol Lee was in her early 20s she found herself with only a high school education and four children under age six. Her marriage had ended, she faced expensive child care costs, and one of her children has epilepsy. She went to the nearest DSHS office and applied for public assistance.

"I remember telling my case worker 'What I really want is to be on the other side of this

desk," said Carol Lee.
She got her wish
through hard work,
grabbing opportunities, and earning
promotions. She is
now the administrator
of the Orchards
Community Services
Office, supervising a
staff of over 60.

"My self-esteem suffered greatly during the time I was on welfare," she said.

When her children began attending Head Start she got a brief job as a program aide. "I had to quit because of my daughter's epilepsy, but I liked the feeling of being able to help my family. Also, I felt I was giving back to the community," she said.

From there she heard about a project job as an intermittent social services sup-

port worker in the Wenatchee office. "I took a pay cut. For someone with four children living on welfare it was a big pay cut. But, I felt I now had a job with a future."

For the first year she was still eligible for medical assistance and food stamps. She went on to become permanent with the state as a receptionist. As she earned more the need for food stamps kept getting smaller.

When she reached the point where she got

off all assistance, she said, "I finally felt on top of the world."

At that time in her life when she had to reach out for help, she found people in the public assistance office who "really cared and wanted to make a difference in my life."

When she began working in the state office, her co-workers treated her with acceptance. "I was never made to feel bad for having been on assistance."

Her experiences guide her now in her role as administrator of the CSO. "During my years in the department I have experienced great growth and have had the opportunity to learn who I am. I have had the good fortune to work with supportive supervisors, good staff people, and many clients who stopped by on their way to somewhere else."

"Both the people who come to this office and the people who work in this office deserve to be treated with dignity and respect," Lee said. "I have always tried to get people to understand and feel compassion. We have to be there when the client is ready to change. It may not be until after the 10th try. Many of these people are under a lot of stress. All they want is someone to listen to them and point them in the right direction."

The staff in CSOs across the state have also been feeling stress as they implement the state's new welfare reform plan, WorkFirst. "It's a bit like the staff building the plane they are flying in," Lee noted.

Many of the questions asked of clients to determine eligibility have remained the same, but staff now also ask clients about their hopes and dreams.

"I remember way back when I wanted to be on the other side of the desk and giving instead of taking. It took me 17 years to get here, but it has been worthwhile," said Lee.

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After 40 years an Internet search connects brother and sister

or the past 40 years, Alice* has had no contact with her family. Born with developmental disabilities, she remained at home for her first 10 years. Then her family placed her in Rainier School in Buckley.

In the next few years her mom died and her

In the next few years her mom died and her dad and step-mom moved away. Gradually the connection was lost. That is until the ingenuity of Marilyn Lewis and Sally Lewis (unrelated), who work at the Tumwater office of the Division of Developmental Disabilities.

Alice is now living in a group home in Olympia. She had told the coordinator of the

home that she wanted to find her family. The coordinator, Tana Hess, asked Marilyn Lewis,

Alice's case resource manager, if she could help.

Meanwhile Sally Lewis, secretary supervisor, had her computer connected



to the Internet at her desk. While in an orientation class she became familiar with the "People Search" key in Yahoo. So the two Lewis' decided to give it a try.

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The News Connection

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by Lyle Quasim



Each year when the Legislature comes to town for session we face a challenge. Our clients and other Washington residents have complex needs. How, and if, those needs are met is part of the complicated plan that must

emerge from the Legislature.

Overall I feel we had an extremely successful session. Our request legislation and most of our budget needs were approved.

Here is some of the most significant legislation:

- Legislation passed that enables us to meet the federal requirement for states to collect social security numbers on applications for driver, professional and recreation licenses in order to improve child support collection. The bill included a requirement that we request a waiver on this from the federal government after concerns about privacy were raised.
- The regulation of boarding homes was transferred from the Department of Health to DSHS. The Legislature also approved funding that ensures we will not have to tighten eligibility for community programs for the elderly and people in
- The budget covers most of the costs for continuing to provide services to people with developmental disabilities in our institutions and community programs. In addition, children with developmental disabilities who have not been abused or neglected will now have their cases managed by the Division of Developmental Disabilities instead of Children's Administration.
- Legislators responded to concerns from communities and provided resources to tighten security at group homes for juvenile offenders.
- Members didn't approve providing matching funds to secure federal dollars that would have increased health services to low-income children. But they did approve maximizing the federal financial participation in Medical Assistance programs. This ensures we won't have to fall back on tight state dollars to pay for the growth in the number of people needing health care.
- In the mental health arena, legislation requires better coordination between the criminal justice system and the civil commitment process for mentally ill offenders.

Mental health funding is the one area in which we had a major setback. The Legislature didn't provide funding for adequate staffing at the state mental hospitals. We are now working with those impacted by this decision, from employees and client families to the Regional Support Networks, to determine the best way to minimize the impact of this decision

Our overall success with the legislators was the result of months of preparation, planning and information sharing. I believe it is essential that they thoroughly understand what we're asking for and why. Staff throughout the department, and especially the folks in Legislative Relations and the Budget Division, make this possible.

In this tough political climate, sustaining our programs is a victory. That victory is not for us, but for the 1.2 million people with needs that affect their ability to be independent, healthy, and safe.



From a client's parent

A mother's thank you to Ward E-3

The following letter was forwarded to Secretary Lyle Quasim from Dr. Zafar Y. Ibrihim of Ward E-3 at Western State Hospital at Lakewood.

Dr. Ibrihim and staff on Ward E-3, all shifts

I am writing this letter to express my gratitude to you and all of the staff on Ward E-3 who took care of my daughter. I strongly feel that she would not have the kind of life she has today if it were not for your excellent care. I had reservations about sending my daughter to Western State Hospital. I thought that that meant she would be locked up forever. Instead, she is at home with me and my husband, attending rehabilitation, and living her life. I did not think that was possible. And I strongly

feel that we owe her success to the excellent care and management she received while at Western State Hospital under your care.

Thank you, all of you, for being there for my daughter. I am sending a copy of this letter to Governor Gary Locke. I want him to know about the wonderful staff on Ward E-3. And the excellent care you gave my daughter.

Sincerely, Name withheld, mother of a former patient

Editor's note: Secretary Quasim encourages staff and managers to share with him letters from clients and their families or their own letter on how they feel about working in DSHS.

Group supports young parents in Spokane Southwest CSO

n the summer of '96 Judi Keeler, Mary Holloway, and Pat O'Connor established the Young Parents Group in the Spokane Southwest Community Services Office (CSO). The three

family social workers formed the group in an effort to work as a team to case manager the mandatory JOBS participation of this young parent popula-

With the advent of WorkFirst, the group has evolved into a life skills meeting, welfare reform education tool, peer support group, and nurturing community, according to Audrey Adams, CSO administrator.

Regular agenda items for the meetings include special speakers who provide information on a variety of different subjects and celebrations of achievement toward

meeting the goals of each parent's Individual Responsibility Plan.

Meetings have traditionally taken place at the CSO, but now take place at the Life Center Church, which has more space for the group.

Members from Life Center and Summit Ridge churches have been involved for several years in a CSO tutoring program and recently volunteered to assist in meeting some of the needs of the Young Parents Group.

In December, 25 young parents and their 35 children gathered for the second annual Holiday Party. In collaboration with the faith communities of Life Center and Summit Ridge churches, child care and snacks for the children were provided while their parents enjoyed a luncheon prepared by church members.

In addition to children and parents receiving gifts, six parents were honored for high school or GED completion.

If you have questions about starting a group like this in your commu-

nity, contact the Spokane Southwest CSO and speak with any of the following family social workers: Judi Keeler, (509) 456-4401; Pat O'Connor, (509) 456-4403; and Mary Holloway at (509) 456-2467.



Victoria M. Kahuhu enjoys a celebration with the Young Parents Support Group

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Executive Administration

I truly believe that "quality begins with me." In fact, I believe it's important for each of us at DSHS to do our individual best to serve our many customers if DSHS is to be considered a quality organization.

My experience has been that most of the 17,000+ people working for DSHS are doing and want to do a quality job. The work we do is difficult, complex, and challenging. And it's often hard to "get it right" in the eyes of the public. In my 32 years with DSHS, I've seen that we do "get it right", and I'm proud of the quality job we do.

Charles ReedDeputy Secretary

Quality Steering Committee

The Executive Administration is essentially the group of divisions and individual employees who report to Secretary Lyle Quasim or Deputy Secretary Charley Reed. In other words, we don't belong under one of the Administrations. Nevertheless, there is a very positive attitude within our steering committee about the department's Quality Improvement efforts. We are pleased to be included, and we feel there are many ways we can contribute. As you can see by the list of our sections, we do important work to communicate DSHS issues, manage the financial resources, maintain the agency's computer systems, and work positively with the Legislature and constituents.

Our steering committee's Mission Statement is: "To foster a climate of continuous quality improvement that assists employees in providing excellent customer service." Each member of the steering committee is personally and professionally committed to our mission of quality improvement, as exhibited by enthusiasm, integrity, mutual respect, open-mindedness, and cooperation.

MISSION DESCRIPTIONS

FINANCE DIVISION – Phyllis Hurn, Director

The mission of the Finance Division is to provide centralized accounting services, provide accurate and timely financial information, and to ensure fiscal integrity by maximizing revenue collection and recovery to support the social and health services provided by DSHS for Washington State residents.

BUDGET DIVISION – Wolfgang Opitz, Director

The Budget Division leads the agency in all matters concerning the budget and provides executive management with necessary financial analysis tools by:

- Assuring that budgets, fiscal estimates, and forecasts are clear, accurate, on time, and conform to legal standards and guidelines promulgated by the Office of Financial Management;
- Delivering thorough, accessible analyses and projections of: the fiscal status of the agency, financial risks and opportunities due to changes in federal, state, and local law, regulation, and policy; and trends and events that present fiscal challenges;
- Providing clear guidance, schedules, technical assistance, and standards for the production of budgets;
- Representing DSHS budget issues to other levels of government and the community.

INFORMATION SYSTEM SERVICES DIVISION (ISSD) – Judy Schneider, Director

ISSD's mission is to provide responsive customer support, with technical accuracy and competence, in a professional manner. We provide information technology services for the agency in these areas: Data Network Management, Voice Telecommunications, Mainframe Computer Opera-



Members of the Executive Administration Steering Committee are (left to right) Beverly Wilson, Family and Community Initiatives; Kathy Spears, Community Relations; Robin Campbell, Budget Division; Charley Reed, deputy secretary; Patty Bacon, Fraud Investigations; Shelli McClaflin, ACES; John Bumford, Fraud Investigations; Aleta Quimby, Finance Division; Gene Robbins, ISSD; Erin Sando, Constituent Services; Diane Perry, ISSD; Sue Langen, ACES; and Lois Felber, Legislative Relations. (Not pictured: Phyllis Hurn, Finance Division, and John Moody, Budget Division.)

tions Support, Electronic Mail, Information Systems Security, Customer Help Desk Support, System Programming and Maintenance, and Information Technology Planning.

ACES PROJECT – Christy Ridout, Director

The **A**utomated **C**lient **E**ligibility **S**ystem is the computer system that supports the 3,000 workers in Community Services Offices across the state in determining eligibility for public assistance programs. The system tracks and reports to a variety of stakeholders and provides access to an additional 5,000 users who require information from public assistance records.

ACES issues approximately \$50 million in cash benefits, 450,000 Medical Coupons and \$26 million in Food Coupons each month. ACES has electronic interfaces with over two dozen different state and federal government organizations, and processes over 1.5 million transactions per day.

DIVISION OF FRAUD INVESTIGATIONS (DFI)(Formerly Office of Special Investigation) John Bumford, Director

DFI investigates allegations of fraud by applicants and recipients of public assistance programs and allegations of fraud by vendors of the department. DFI accomplishes this through two investigation programs: the Fraud Early Detection Program (FRED) and the Criminal Investigation (CI) program.

LEGISLATIVE RELATIONS - Sherry McNamara, Director

The mission of Legislative Relations is to provide quality information and services in an efficient manner to the department, the Legislature, other governmental entities and constituents. In accomplishing this mission, we will:

- support agency staff and management
- establish a centralized information source
- provide training and technical assistance
- assist in strategic planning and policy development

FAMILY AND COMMUNITY INITIATIVES Beverly Wilson, Special Assistant

Beverly is the DSHS liaison to the Family Policy Council (Secretary Quasim is the council chair) and the 53 Community Public Health and Safety Networks. She represents DSHS on the Governor's State Advisory Council on Homelessness, and is coordinating DSHS' work with the Department of Community, Trade, and Economic Development to develop a coordinated and comprehensive state plan to strengthen services and supports for families and their children who are homeless.



Simplifying the rules

Regulatory Improvement in Executive Administration

Regulatory improvement remains very high on the short list of things that Gov. Gary Locke tracks closely. He highlighted the importance of both regulatory improvement and quality improvement efforts as he spoke to his fellow governors at the recent National Governor's Association meeting, identifying both areas as essential components in strengthening the performance of state government.

Regulatory improvement issues are also important to the DSHS secretary and deputy secretary. In addition to monitoring the progress of the teams working on welfare reform related rules, Secretary Lyle Quasim has asked the Quality Leadership Council to review agency regulatory improvement progress monthly. The reports from across the agency are encouraging.

Throughout the department, administrations are rethinking the way they write policies and rules. They are repealing outdated rules and consolidating rules when possible. Newly-proposed rules are being scrutinized to see whether or not they are actually needed. If they are necessary, staff make sure they are written clearly and concisely so that the rule is easily understood by any Washington citizen.

Rule makers are devising creative ways to gather stakeholder input. Some administrations are asking for input through public meetings. They have convened meetings along the I-5 corridor and in several locations in eastern Washington. One administration sent out a survey to over 2,000 stakeholders soliciting input and asking for help in establishing the priorities for reviewing existing rules.

The last progress report on Regulatory Reform shows that as an agency, DSHS has accomplished the following:

- Submitted over 275 outdated, duplicative or unnecessary rules for repeal. (This is just over 10 percent of all rules existing in March 1997.)
- Exceeded the governor's goal for department inventories and schedules of regulation review by listing and scheduling for review **all** "in-house" materials including manuals, bulletins, numbered memoranda, advisory

letters, and other such items that might affect client and provider lives or livelihood.

- Contacted over 3,000 individuals and groups by mail and offered to send them part or all of the DSHS Regulatory Improvement Review plan for their input and examination.
- Trained 50 key personnel in the cost benefit analysis component of rule writing.

Early reports on a special effort to meet Gov. Locke's request from the joint Regulatory Improvement Teams in ESA, MAA, and AASA show that they have been working together and focusing extraordinary efforts on reducing the regulatory footprint for DSHS income and medical assistance programs. The size of their accomplishment is very impressive and responds directly to a challenge that the governor issued to significantly reduce welfare related rules by April 1998. We are happy to report that they are on task, on target, and on time.

Thanks to all of you who are working hard to implement regulatory improvement. You have been charged with an important task, and the results of your work will positively impact our clients, our providers, and fellow employees.

Making sense of the rules

Under the direction of Secretary Lyle Quasim, all administrations are examining existing rules and determining which can be eliminated and simplifying those we need. For more information on hearings for proposed rule changes check out the Rules and Policies Assistance Unit Web pages at http://www.wa.gov/dshs.

More mission descriptions

COMMUNITY RELATIONS - Dave Black, Director

The mission of Community Relations is to support the services of DSHS by communicating with the people in the state of Washington. The principle strategy is to develop and facilitate methods of internal and external communication with staff, clients, stakeholders and the general public. Community Relations includes:

- Public education about who we serve, how we serve them and why they need support
- Internal communication with our employees about key issues and important agency activities
- Media relations to ensure the department is doing everything possible to accurately portray our position to print and electronic media
- Citizen participation to provide volunteers access to the department
- Publication management to produce high quality and cost-effective material that communicates agency messages
- Indian Policy and Support Services to bring the agency, tribal governments and Native American organizations together to communicate and share information.

CONSTITUENT SERVICES – Ruth Bellerud, Manager

Constituent Services serves as an information, referral and complaint office for legislators, the governor, department clients, and the general public.

VICTIM WITNESS NOTIFICATION – Mary Anne Harrington, Manager This section manages three programs:

- Victim/Witness Notification: Notifies victims of, or witnesses to, crimes when the perpetrators are released, transferred, or escape from any DSHS facility.
- Rural Natural Resource Programs: Provide emergency social service assistance to those who have been impacted by the timber downturn and the salmon season closure.
- School Attendance Program: Assures that sex offenders do not attend the same school as the victim and the victim's siblings.

SPECIAL ASSISTANTS: Cheryl Stephani, James Kelly and Bill Wegeleben

Telephone Project Team

Picture this: It's 4:45 p.m. and you're busy on a priority project. The phone rings and it's an irate caller. You're the tenth person (or voice mailbox) he's been transferred to, and you have no clue how to help him. Someone in DSHS probably has the answer, but who?

While discussing possible projects for quality improvement, the Executive Administration Quality Steering Committee (QSC) came back time and time again to telephone service. Many of us at DSHS have experienced upset callers whose concerns have nothing to do with the office they called. Employees get frustrated because we want to help, but may not know how. Or, we may have a general idea where the caller's questions can be answered, but we encounter voice mail after voice mail, or another employee who is unable to help. We begin to feel like the caller, who is now even more exasperated and has a poor perception of state employees. Our clients may not understand that in such a large agency with a wide variety of services, all 17,000+ of us cannot "know it all."

The Executive Administration QSC has decided to tackle this problem by improving customer service and employee education, especially in the headquarters offices. The committee is currently coordinating a team of volunteers to discuss telephone access issues, brainstorm solutions, and put ideas into action. Many people have contacted the committee to offer suggestions and assistance, or to share ideas they have already been working on in their own offices. The committee was excited to see so much interest and willingness to contribute to improvement in this area.

Several employees have suggested DSHS needs a directory by subject that would be available to all employees. Using such a directory, an employee in the Budget Division, for example, would not have to know that Adult Family Home licensing falls under the Residential Care Services Division of Aging and Adult Services Administration. He or she would only need to look up "Adult Family Homes" to find the division and key contact persons. Some employees see the agency Intranet as a good place for such a directory since access would be immediate and statewide, and paper directories would be more costly to make, distribute, and update. However, not all employees have access to the DSHS Intranet, or even to computers. This is one of the many topics that will be explored by the new telephone project team.

"I'm excited about this project," said one QSC member working on the phone team.

"Transferring calls may not be an exciting task, but the project gives us a chance to really make positive changes. The people we serve in the public, the legislature and Governor's office, and other agencies will benefit from more efficient service. We're a helping agency, and we should always be perceived as being willing and able to help."



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

New system enhances tracking for purchase, maintenance and disposal of property

Agency Inventory System moves to the Intranet

The Administrative Services
Division (ASD) implements its
new statewide Asset Management
System "TRACKS" on July 1. The
TRACKS computer system will
enhance the procurement, tracking, and disposal of DSHS assets.
TRACKS will allow DSHS field
employees to update agency
inventory information and give
stakeholders easier access to
information.

asd.dshs.wa/html/asset
management.htm and uses a
Web program and Web browser.
The program allows field users to
use their existing hardware and
Internet Explorer 4.0., which is
available at no extra cost.
Changes can be made to the
computer program at headquarters without affecting the users in
the field. This technology brings
users the productivity without
traditional high costs.

Tracking begins in Purchased Services when a purchase document is typed from an Information Technology Purchase Request. If the purchase meets inventory criteria, then it appears in Asset Management to continue the maintenance process.

Paperless inventory system

DSHS staff will no longer need to use the Property Disposal Request (SF-267A) and the Property Transfer (DSHS 01-050). Those forms will be electronic in TRACKS, eliminating the mail time and speeding up the process time by headquarters. In addition, the TRACKS Manual will be on-line.

Advertisement of surplus

TRACKS will automatically list excess or surplus equipment on the ASD Intranet Web page. The equipment lists will be available exclusively to DSHS for 45 days and then will be sent electronically to

General Administration for processing.

Training

The Office of Organization & Employee Development (OOED) will provide training for TRACKS in Tacoma, Spokane and Yakima.

Administrative Services Division will pay for the initial training of staff, starting in June. It will be the responsibility of the programs to pay for any additional training through OOED.

System requirements

Recommended:

486PC, 8MB RAM Windows 95

Minimum:

386PC. 4MB Ram Windows for Workgroups

WAN Connection (TCP/IP)

Web Browser:

Internet Explorer 3.x or Netscape Navigator 3.x

Olympia DSHS Warehouse is doing business in a new way

Getting ready for better customer service

The Olympia DSHS Warehouse is cleaning out an accumulation of obsolete equipment. Agency Inventory Coordinators received a list of equipment stored at the warehouse, which they distributed within their respective programs. Some of the equipment has already been requested and transferred to programs. Equipment that is not needed will be shipped to the Department of General Administration by May.

Storage of equipment for General Administration's pickup

The warehouse will expand their services of picking up surplus/excess equipment in Headquarters' and in Regions 5 and 6, beginning May 11. Surplus equipment in Regions 5 and 6 will be picked up during the second week of each month. This equipment's current location code will be changed electronically to the warehouse location code once it has been picked up from the local office.

The equipment will be advertised on the Intranet (http://asd.dshs.wa.gov/html/asset management.htm) for 45 days to all of DSHS before being prepared for shipment to General Administration. In addition to advertising

on the Intranet, the Olympia DSHS Warehouse will have an open house every Tuesday morning from 8 a.m. to noon for all DSHS staff. Anyone interested in acquiring this advertised equipment should contact Paul Nicholson, manager of the DSHS Warehouse, at (360) 753-1892.

Our vision is to expand this service to all of western Washington by the end of the year. The charge for equipment pickup, delivery and travel time is \$28 per hour (\$42 overtime). Travel time will be split-coded between the offices using the services. For chargeback purposes, a Request for Technical and Professional Services Form (DSHS17-15) will need to be completed and mailed to the Warehouse prior to pickup.

Paying for storage? Wish you didn't have to?

Now that the warehouse is being cleaned out, there is space for temporary storage of program equipment. Storage time is limited to nine months; there is no charge for storage space. Warehouse staff will pick up your equipment or you can deliver it to the warehouse yourself. The charge for pick up, delivery and travel time is \$28 per hour (\$42 overtime). Your equipment will be protected from the weather and rodent problems experienced in many mini-warehouses.

Internet search reaps results

(Continued from page 1)

Alice had a younger brother. They entered his name and got several matches, two in Kansas City and one in New Mexico. They gave the names and addresses to Hess who wrote on Alice's behalf.

Not long after Hess received a phone call from the brother. "He was so excited," said Marilyn Lewis. "He had been looking for Alice, but was only seven when she was placed at Rainier School and he could not remember the name of the school."

The brother has two grown children and nine grandchildren, plus a half-brother in Lynnwood and a step-brother in Issaquah. Alice and her brother have started exchanging letters (Hess helps Alice) and plans are in the works for a summer visit in Olympia.

"Alice has been missing her family for quite awhile," said the case manager. "She not only found her brother but many nieces and nephews."

"The Internet is still quite new to us, but this could be a tool for other case managers to use in looking for lost families," Sally Lewis said. "The whole office got involved in our search and was excited for Alice."

For more information on the Lewis' search they can be reached at (360) 586-5727.

*Alice's name has been changed to protect her privacy.

We're online

The News Connection is available on the DSHS Internet home page. The address is http://www.wa.gov/dshs In order to view the newsletter, which is a PDF (portable document format) file, you must have Adobe Acrobat Reader installed on your computer. It is free software. If you need assistance with this, contact your computer information consultant.

Change your calendar

The Minority Health Summit will take place on Wednesday Sept. 16, not the 17th. Guest speakers include Antonia Novella, former surgeon general of the U.S., and Richard Rufalo, Teacher of the Year, Olympic champion, and motivational speaker. For more information, contact Eddie Ortiz at (360) 586-2454 or Gary Winston at (253) 383-3006.

Diversity Calendar

Each month throughout the year *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact Roberto Swain at e-mail RSWAIN@dshs.wa.gov.

May

ASIAN PACIFIC AMERICAN HERITAGE MONTH

- May Day
- International Labor Day
- 2 Indonesia: Education Day
- 3 Japan & Poland Constitution Day4-8 Public Service Recognition Week
- **5** Mexico: Battle of Puebla
- **10** Mother's Day
- **12** International Nurse's Day
- **17** Norway: Constitution Day
- **18** Canada Victoria Day
- 19 Malcolm X Birthday21 American Red Cross Day
- **25** African Freedom Day
- 27 Nigeria: Children's Day30 Memorial Day
- **31** Islamic New Year

JUNE

- **1** Samoa, Independence Day
- **3** Poor People's March 1968
- **11** Hawaii, King Kamehameha Day
- 12 Philippines, Independence Day14 Flag Day
- **17** Iceland, Independence Day
- **19** Juneteenth Freeing of Slaves in Texas
- **21** Father's Day
- **22** El Salvador, Teachers' Day
- **25** Gay Pride Day
- **27** Helen Keller's Birthday
- **28** Anniversary of Stonewall, Gay/Lesbian Movement
- **30** Zaire Independence Day

Shared leave

Stella Glaude, the office assistant senior with the Division of Client Services in Olympia, is continuing to battle cancer and is in need of shared leave. She was able to work part time, but has had a medical setback and cannot work due to upcoming sugery. She is a single mom. For more information, contact Judi DeFrance at (360) 586-

Sue Hilton, a medical claims examiner with Medical Assistance Administration, is in need of shared leave. She has depleted her sick leave due to surgery and subsequent chemotherapy and radiation. For more information, contact Edwina Dorsey at (360) 586-6488.

Mike Osborn, a laundry worker 1 at Medical Lake Consolidated Support Services, is in need of shared leave. Mike will be caring for his wife during a postoperative recuperation period. For more information, contact Fred Robohn at (509) 299-4424.

Kathleen (Kat) Ostegard, with Forms and Records Management, is in need of shared leave. She has been under a doctor's care since March for cancer and will be having surgery this month. Full recovery is expected but it looks like she'll be out until the middle of May. For more information, contact Tori Smith at (360) 902-8298.

Carol Wasierski. human resource assistant with the Mental Health Division recently had back surgery. She has been out for two months and must be out for several more months. For more information call Kathi Pugh (360) 902-0783.

Dylan Woodward, a social worker with the Native American Unit in Region 4 Division of Children and Family Services, will be off work for a long period of time due to the illness and death of her partner. For more information, contact Tess Sample at (206) 721-6864.

You may donate annual leave if you have over 80 hours, sick leave if you have over 480 hours, and/or your personal holiday. Contact your personnel officer to donate leave.



RETIREMENTS

Blume, Ruth V. 20 Yrs. Lakeland Village

Bond, Mary A. 16 Yrs. Mission Creek Youth Camp

Colson, Verna A. 24 Yrs. Division of Child Support-Everett Office

Dibartolo, Ella R. 25 Yrs. Lakeland Village

Dotson, Marilyn J. 10 Yrs. Administrative

Services Division Enge, Jean Louise

19 Yrs. Lake City **Community Services** Office

Enloe, Carolyn H. 11 Yrs. Aging & Adult Services Administration Holgate

Hohnsbehn, Dallas R. 29 Yrs. Clarkston Community Services Office

Isham, Mabel Irene 23 Yrs. Lakeland Village

McMilian, Ben G. 27 Yrs. Information Systems Services Division

Molnar, Cora A. 22 Yrs. Pierce West Community Services Office

Morris, William E. 9 Yrs. Green Hill School

Newman, Winona M. 35 Yrs. Fircrest School

Salama, Youssef A. 31 Yrs. Fircrest School

Stout, Anne V. 28 Yrs. Division of Children and Family Services Pierce Central Office

Trosper, Richard A. 29 Yrs. Division of **Developmental Disabilities**

Webb, Carmela D. 20 Yrs. Kelso Community Services Office

These employees retired in February 1998

Employee recognition ceremonies

Region 1 - May 11 - 12 noon

Janie McCaslin (509) 458-2061 Spokane Falls Community College 3410 West Fort George Wright Drive, Spokane

Region 2 - May 14 - 11:30 a.m.

Joanne Looney (509) 575-2290 Fiesta del Sol

607 West Columbia Drive & Fruitland, Kennewick

Region 3 - May 21 - 11:30 a.m.

Betsy Niemann (425) 339-1929 Howard Johnson Plaza Hotel 3105 Pine, Everett

Region 4 - May 15 - 2 p.m.

Susan Worthy (206) 626-5757 Fircrest School 15230 15th N.E., Seattle

Region 5 - May 8 - 12:30 p.m.

MaryBeth Quinsey (253) 627-1545 Ext 4710 Days Inn 6802 Tacoma Mall Blvd, Tacoma

Region 6 - May 29 - 2 p.m.

Cheryl Flynn (360) 586-8202 Indian Summer Golf and Country Club 5900 Troon Lane SE, Olympia

Headquarters - May 1 - 1:30 p.m.

Linda Zacharias (360) 902-8382 OB2 Auditorium, Olympia

Thank you

Thank you to all who donated leave to me while I was off the past few months. It was a blessing knowing that we continued to receive an income during this time. My sincerest appreciation and thanks to all of you.

Denise Mansfield, JRA Region 5

Farewell

Joanne Sullivan, a financial services specialist in the Region 6 Home and Community Services Office in Vancouver, died on Dec. 27. She had 14 1/2 years of service with the state. Joanne was a dedicated financial worker and cared about the clients she served. She will be missed by family, co-workers, and friends.



SERVICE MILESTONES

Region 1

- Fichtner, Bret Reyes, Enriqueta
- Tidd, Steve
- Wisenor, Catherine
- Klemmer, Richard Owens-Dourte,
- Melind Renggli, Karen
- Robinette, Glori
- King, William Aerni, Douglas
- Lawlor, Laurence Moran, Candace
- Walker, Diana
- Bergstrom, Vicki
- Holliday, Jean Schovaers, Gary
- Tinney, Karen

Region 2

- King, Michael Ramos, Rocio
- 10 Aldrich, Regina Barnes, Rosemary
- Castillo-Parsons,
- 10 Sommer, Laurence
- 10 Smith, Karen
- 10 Strand, Melba
- 15 Shipman, Teresa
- 20 Mason, Antoinette
- 25 Pascua, Reynaldo

Region 3

- Castillo, Philip Tate, Gregory True. Kathleen
- 10 Morgan, Judi Adams, Leona Rothenbuhler. 20
- Vickie 20 Sorenson.
- Barbara Ramsey, Pamela 25
- Valdez-Heald. Eloise

Region 4

- Artello, Kristine Ruger, Arthur Saunderson, C.
- Sjogren, Ray Alexander, Donald

- 10 Childs, Naomi
- 10 Eyssen, Helen
- Ingersoll, Daniel 10 Jeppesen,
- Elizabeth Lewis, Susan E
- 10 Michael, Rod
- 10 Olincy, Judith
- Page, Scott
- Schoonover, Jeff Cameron, Frank
- Fomin, Karen
- Redfern, Shirley
- Thornquist,
- Robert 20 Woodard, Vance
- Region 5
- Dapron, David Robertson, Cathy
- Ray
- Friedt, Darrel Lampley, Paul
- 10 Stokes, Thomas
- Crisp, Erika Edwards, Bernice
- Webber, Roberta Winter, Alberta
- 20 Burkhart, Deborah 25 Atherton, Douglas
- 30 Hay-Chapman, Lynne
- 30 Richardson, Judith 30 Warner, Patricia

Region 6

- 10 Granson, Jeaneine
- Hart, Brian Wingard, Thomas Morris, Pamela
- Pike, Patricia Rolley, Lori Simons, Patricia
- 25 Bergh, Elizabeth Shaffer, Janis

DSHS Headquarters

- Hohenegger, Mary Olander, Chris Rice, Julie
- Ross, Jerrold Skelton, Troy Turnley, Harold

- Valdez, Elizabeth
- Villanueva, Tomas Wetherell, David
- Ahn-Lee, Angela Cooley, Tranquilina 10
- Dhanens, Laura
- Fleskes, Susan 10 Garrett, James 10
- Hughes, William 10 Kennedy, Susan 10
- Langer, Michael 10 Midtbo, Barbara 10
- Minor, Jo Anne 10 10 Owens, E. Irene
- Perez, Harvey 10 Anthon
- Peterson, Kristine Peth, John 10
- Reinert, Maryann 10 Senn, Michelle Taff, Peter 10
- 10 Tapscott, Veronica Walthall, Stan Fontaine, Gary 10 10
 - Willendorf, Debra 10 15
- Cimler, Lynne Rowley, Suzanne 15 Fiorini, Teresa Haven, Dawn 15
- Trapp, Sandy 15 Irwin, Jacqline Jackson, Mary Jo 15
- Meyer, Neal 15 Moser, Cheryl 15 15 Nguyen, Khang
- 15 Nicholas, Terry 15 Seidel, Eugenie 15 Thompson, Robert
 - 15 Weedin, Connie 15 Yerxa, Josephine

30

- Boyce, Lee Ann 20 Day, Valerie Disch, Rita 20 Jennings, Ronnie 20
- 25 Hamilton, William King, Richard. 25 Loy, Patricia 25
- Ocanaz, Judy Owyen, Barbara Penn, Teresa 25 25 25
- 25 Pratt, Julia 25 Russell, Diane Valentine, Carole 25 Hoss, Janet Ray 30
- Susan 30 Walker, Catherine 35 Hein, Jeri

McDonough,

Consolidated **Support Services**

Seurer, Roger 20 Maerk, Beverly

Child Study & **Treatment Center** 10 Dillard, Michael

- **Eastern State** Hospital 15 Boyles,
- Christopher 15 Nielson, Denise
- 15 Schimelpfenig, Helen 20 Kelly, Kevin

Echo Glen Children Center

10 Graham, Robert

- Fircrest School
- Hopper, Carol Ann Label, Sharon Lynn
- Schoener, Kenneth Sechler, Lisa Tetrault, Anne
- 10 Johannessen.
- Kathy 10 Leibold, Cecily
- 10 Massie, Jill
- 20 Monillas, Adrienne 25 Cleave, Marv 25 Riddle, William

Green Hill School

- Phillips, Trent
- 10 Davis, Willie 10 Johnson, Clare 15 Olson, Marjorie

20 Mitchell, Robert

- Lakeland Village Whittaker, Janel
- 15 Calvert, David 15 Hargrove, Agnes Wallace, Martha 30 Vansant, Deette

35 Reiber, Leona **Maple Lane School**

10 Edwards, Patricia 20 Fiess, Vaughn 20 Johnson, Jeffrey

Rainier School

- 10 Brown, Ivonne
- 10 Childers, Lindy
- 10 Cage, Joy Thea

Christensen.

Making

- Barbara Hiller, Carol
- 10 Miller, Evelyn Viggue, Rose 10
- Anderson, Suzanne
- Bates, Kristie Williams, Shelly 15 Gannon, E. Christina

15

25 Wesner, Blaine **Special Commit-**

5 Hanson, William

- Western State Hospital Jequinto, Alma Johnston,
- George Kong, Art
- Mires, Troy Berry, Janet Brauer, Thomas
- Conklin, Angela 10 Crocram, Gwendolyn Donahue,
- 10 Haggstrom, Rita 10 Jacobsen, Patricia

Beverly

- 10 McRoy, Juanita 10 Munson-Walsh, Kimmi
- Sharpe, Roger Shead, Charles 10 Simes, Linda 15 Brouillette, John
- 15 Davis, Ethel 15 McConnell, Cynthia Myers, Debra
- Stephens, George Porter-Pickles, Joan

Rodriguez, Lupe

Rasmussen,

- Theodore Yakima Valley
- School Kohler, Melanie
- Martin, Paula O'Neal, Dan 10
- 15 Steavens, Betty
- Eveland, Lucke
- These employees celebrated service anniversaries in April 1998